

# **PERFORMANCE WORK STATEMENT**

**A procurement by the  
U.S. General Services Administration,  
Region 5 Contracting Division**

**on behalf of**

**CLIENT AGENCY:  
Environmental Protection Agency (EPA)**

**CLIENT PROGRAM:  
Great Lakes National Program Office (GLNPO)**

**PROJECT TITLE:  
Scientific and Technical Support for the Great  
Lakes National Program Office**

**PROJECT NUMBERS:  
47QFLA22K0003**

**Dated: 15 March 2022**

**Post Award Document Revision History**

<b>Revision Number</b>	<b>Description of Changes</b>	<b>Requested By</b>	<b>Date</b>

## Contents

1	INTRODUCTION	5
1.1	Organization	5
1.2	Objective	5
1.3	Scope	5
1.4	Background	5
1.5	Applicable Documents	6
2	REQUIREMENTS AND TASKS	6
2.1	General Performance Requirements	6
2.1.1	Resources	6
2.1.2	General Communication	6
2.1.3	Identification	7
2.1.4	Business Relations	7
2.1.5	Contractor Response	7
2.1.6	Professional Appearance	7
2.1.7	Collaboration	8
	The contractor shall utilize the Collaboration tool within the ASSIST system for submission of all documentation as required under the awarded contract.	8
2.2	General Meeting Requirements	8
2.2.1	Initial Business/Kickoff Meeting	8
2.2.2	Ad hoc Technical / Work Status	8
2.2.3	Contract Administration Meetings	9
2.3	Program/Project Management	9
2.3.1	General Program/Project Management Requirements	9
2.3.2	Phase-In Support	10
2.3.3	Phase-Out Support	10
3	QUALITY	13
3.1	Contractor Quality Management	13
3.2	Performance Based Requirements - Service Delivery Summary	14
3.3	Government Quality Assurance	14
4	DELIVERABLES	14
4.1	Contractor Submission	14
4.2	Government Review	14
4.2.1	Government Delays in Reviewing Deliverables or Furnishing Items	14
4.3	Deliverable Table	15
4.4	Monthly Invoice	17
4.5	Monthly Status Report	17
4.6	Trip Report	18
4.7	Phase-In Plan	18

4.8	Phase-Out Plan	19
5	PERFORMANCE	20
5.1	Period of Performance	20
5.2	Place of Performance	20
5.2.1	Applicability of Telework	20
5.2.2	Performance at Contractor Facilities	21
5.2.3	Unplanned Government Facility Closures	21
5.3	Travel	22
5.4	Hours of Work	22
5.4.1	Standard Duty Hours Support	22
5.4.1.1	<b>Normal Business Day - (work hour category A)</b>	23
5.4.2	Reserved	23
5.5	Limitations on Contractor Performance	23
6	PERSONNEL	23
6.1	General Requirements	23
6.2	Specific Expertise and Experience	24
6.3	Training	24
6.3.1	Contractor Staff Training	24
6.3.2	Mandatory Government Training	24
6.4	Key Positions / Key Personnel	25
6.5	Personnel Retention and Recruitment	25
7	GOVERNMENT FURNISHED PROPERTY/INFORMATION/ACCESS	25
7.1	Reserved	25
7.2	Reserved	25
8	SECURITY	26
8.1	Non-Disclosure Agreements	26
8.2	Reserved	26
8.3	Reserved	26
8.4	Reserved	26
9	SPECIAL INSTRUCTIONS	26
9.1	Contractor Performance Assessment Reporting System (CPARS) Assessment	26
9.2	Personal Service	26
9.3	Privacy Act	27
9.4	Section 508	27
9.5	Close-Out Procedures	27
9.6	Other Direct Costs (ODCs)	27
9.7	Reserved	28
10	ATTACHMENTS	28
11	GLOSSARY OF ABBREVIATIONS AND ACRONYMS	28

## **1 INTRODUCTION**

### **1.1 Organization**

The United States Environmental Protection Agency's Great Lakes National Program Office (GLNPO), located in Chicago, Illinois, supports and manages the Great Lakes Restoration Initiative ([GLRI](#)), launched in 2010. GLNPO has developed several five-year Action Plans to guide the program, in consultation with federal partners and factoring public input. To manage the GLRI, GLNPO requires a diverse range of science, data analysis, quality assurance, information management and other forms of support. The purpose of this procurement is to provide that support.

### **1.2 Objective**

The objective of this effort is to develop research and technical expertise which will allow GLNPO to assess current conditions in support of the GLRI, but also to utilize this information in specific Focus Areas of the GLRI include:

- Cleaning up Great Lakes Areas of Concern
- Preventing and controlling invasive species
- Reducing runoff that contributes to algal blooms
- Restoring habitat to protect native species
- Implementing science-based adaptive management

### **1.3 Scope**

The contractor shall provide a diverse range of science, data analysis, quality assurance, information management and other forms of support to GLNPO in accordance with this Performance Work Statement.

The contractor shall provide ongoing support and shall furnish all resources to:

- Perform all work described in the Performance Requirement Tasks (Sections 2.4-2.11 below).
- Perform all work in accordance with the Performance Standards as identified in the Deliverables Table (section 4.3) and noted in this PWS.
- Perform contract management functions including administrative services and to meet all other contract terms and conditions (Monthly reporting identified in the Deliverables Table (section 4.3), Monthly Status Reporting, Monthly Invoice reporting, etc)

### **1.4 Background**

GLNPO is tasked with strategically developing and implementing the GLRI, coordinating among federal agencies, states, tribes, local governments, and the public. The GLRI employs a science-based adaptive management process to

identify critical environmental problems within the Great Lakes ecosystem and to use the best available science to select projects that will most effectively address these. GLNPO justifies and receives a Congressional appropriation, in turn providing funds to other federal agencies, states, tribes, and local governments, to implement the program.

Since four of the Great Lakes are partly within Canada, GLNPO coordinates with Environment and Climate Change Canada (ECCC), the federal environmental agency of Canada. The two nations signed a Boundary Waters Treaty in 1909. This was followed by the Great Lakes Water Quality Agreement of 1972. Updated most recently in 2012, this Great Lakes agreement encompasses many aspects of ecosystem protection and serves to facilitate collaboration between the two nations in stewardship of the Great Lakes. Clean and safe water is critical to the United States. In that light GLNPO has established several environmental remediation, science, monitoring, and related programs.

### **1.5 Applicable Documents**

The documents (i.e., certifications, specifications, standards, policies, and procedures), versions current at time of contract/order award, identified in the list below are incorporated with the same force and effect as if provided in full text. Succeeding revisions may be substituted or incorporated as required with full notice and disclosure to the contractor. The Government will provide access to available documents and technical information as required and upon contractor request, if not available via a hyperlink within this PWS.

- EPA's Science Policy Council Handbook on Peer Review
- EPA Quality Policy directives, guidance documents and other supporting materials as they pertain to GLNPO's programs.

## **2 REQUIREMENTS AND TASKS**

### **2.1 General Performance Requirements**

#### **2.1.1 Resources**

Unless otherwise stipulated, the contractor shall furnish or provide all personnel, personnel management and supervision, all related internal supporting business functions (including background and "overhead" personnel), materials, supplies, equipment, and facilities to perform the full range of services required by this PWS.

#### **2.1.2 General Communication**

Regular and direct contractor interface with the Contracting Officer (CO); the Contracting Officer's Representative (COR), and other identified Government representatives is mandatory. The contractor shall not contact nor take direction from unauthorized Government representatives, under any circumstances.

### **2.1.3 Identification**

All contractor personnel shall be required to wear Government-approved or provided picture identification badges so as to distinguish themselves from Government employees when working at the Government site. Additionally, the contractor shall comply with all visitor identification requirements when visiting the Government site. When conversing with Government personnel during business meetings, over the telephone or via electronic mail, contractor personnel shall identify themselves as such to avoid situations arising where sensitive topics might be better discussed solely between Government employees. Contractors shall identify themselves on any attendance sheet or any coordination documents they may review. Electronic mail signature blocks shall identify their company affiliation. Where practicable, contractors occupying collocated space with the Government should identify their workspace area with their name and company affiliation.

### **2.1.4 Business Relations**

A primary element of project success is the business relationship between the contractor and Government representatives. Within this context the Government will monitor the contractor's contribution to business relations and provide feedback when required. The contractor shall make every effort to establish and maintain clear and constant communication channels with the Government primaries (CO, COR, technical contacts, and other identified Government representatives) of the contract/order for the purpose of:

- Promptly identifying PWS and/or business relationship issues of controversy and the bilateral development and implementation of corrective action plans.
- Ensuring the professional and ethical behavior of contractor personnel.
- Maintaining effective and responsive subcontractor management (if applicable).
- Ensuring the contractor support team is fully aware and engaged in strengthening the interdependency that exists between the contractors and their Government counterparts.
- Facilitating contractor–Government collaboration for continuous improvement in performing PWS tasks, reducing risks and costs, and meeting the mission needs.

### **2.1.5 Contractor Response**

The contractor shall ensure prompt response to Government inquiries, requests for information or requests for contractual actions.

### **2.1.6 Professional Appearance**

Contractor personnel shall present a neat and professional appearance appropriate to the work being performed at all times when interacting with Government representatives, working in Government facilities, or representing the Government at meetings or before third parties.

#### ***2.1.7 Collaboration***

The contractor shall utilize the Collaboration tool within the ASSIST system for submission of all documentation as required under the awarded contract.

### **2.2 General Meeting Requirements**

The contractor shall participate in the following meetings. Nothing discussed in any meetings or discussions between the Government and the contractor shall be construed as adding, deleting, or modifying the contractual agreement without written authorization from the CO.

#### ***2.2.1 Initial Business/Kickoff Meeting***

Within 15 business days following the contract/order award (or other time mutually agreed between the parties), the contractor shall meet with the GSA CO, GSA COR, and other identified Government representatives to ensure a common understanding of the requirements, goals, expectations, end products, and objectives of the contract/order. The contractor shall discuss the overall understanding of the project and review the background information and materials provided by the Government. Discussions will also include the scope of work, deliverables to be produced, how the efforts will be organized, and project conducted; assumptions made/expected end results. A concerted effort shall be made to gain a thorough understanding of the Government expectations. However, nothing discussed in this or in any subsequent meetings or discussions between the Government and the contractor shall be construed as adding, deleting, or modifying any contract/order requirements, including deliverable specifications and due dates. The contractor shall also address the status of any issues that will affect contractor start-up/ramp-up toward achieving full service/support capability. The contractor will be responsible for taking minutes of this meeting.

#### ***2.2.2 Ad hoc Technical / Work Status***

The contractor shall, if requested by the Government, participate in monthly status meetings or ad hoc technical meetings at a mutually agreeable time and place to discuss tasking, work progress, technical problems, performance issues, or other technical matters. During these meetings the contractor shall at least provide accomplishments, problems and issues, and planned actions. The contractor shall take minutes of these meetings and include them in the Monthly



Status Report. These meetings will occur at a time and place mutually agreed upon by the parties.

### **2.2.3 Contract Administration Meetings**

The CO may require the authorized contractor representative to meet or participate in a teleconference with authorized Government personnel as often as deemed necessary to discuss performance or administrative issues. The contractor may also request a meeting with the CO when deemed necessary. The content of meetings shall be documented in writing, as agreed between the parties. Minutes shall be approved by both parties and shall be included in the Government contract file.

## **2.3 Program/Project Management**

### **2.3.1 General Program/Project Management Requirements**

The contractor shall be solely responsible for managing the work performed in the execution of the contract/order. This includes the responsibility to:

- Assign appropriate resources to each task.
- Maintain clear organizational lines of authority.
- Ensure effective task management and administration, following the requirements set forth in the PWS.
- Maintain the personnel, organization, and administrative control necessary to ensure that the work delivered meets the specification requirements.
- Establish and use proven policies, processes, analyses, and best practices.
- The contractor shall be fully responsible for management, control, and performance of any subcontractor used in support of the contract/order. Use of a subcontractor on the contractor's team shall not relieve the prime contractor of responsibility nor accountability in the execution of the contract/order

Additionally, the contractor shall:

- Bring problems or potential problems affecting performance to the attention of the CO as soon as possible.
- Notify the COR, CO, and other identified Government representatives immediately of any projected, anticipated, or known delays that may impede contractor performance.
- When requested, deliver written reports to the CO to memorialize all verbal reports.
- Provide, in writing, the results of all meetings in which proposals are put forth that have the potential for affecting and/or changing contract

agreements, requirements or conditions, and these shall be brought to the attention of the CO.

### **2.3.2 Phase-In Support**

The contractor shall provide phase-in support in accordance with the phase-in plan as required per PWS paragraph 4.7.

### **2.3.3 Phase-Out Support**

The contractor shall provide phase-out support in accordance with the phase-out plan as required per PWS paragraph 4.8.

## **2.4 Task 1 - Work plan, Administration, and Management**

The contractor shall monitor, oversee, and manage this work by preparing:

- A work plan for each assigned task and a general work plan for the overall scope of the effort which provide a breakdown by task and includes a title page; an introduction; primary intended use, project approach, including description of tasks
- staffing and management plan with conflicts of interest statement

## **2.5 Task 2 - Program Document and Quality Assurance (QA) Support**

The contractor shall provide support for GLNPO's Quality Assurance Program (QA) by:

- Developing and/or reviewing technical, quality assurance (QA), and program management reports and documentation including:
  - quality assurance project plans
  - data management plans
  - standard operating procedures
  - tracking forms
  - field recording forms
  - sampling, analytical, and geospatial data reporting standards
  - data reporting forms
- Assist in reviewing, evaluating, and following EPA Quality Policy directives, guidance documents and other supporting materials as they pertain to GLNPO's programs, as approved by GLNPO
- developing and implementing procedures and tools to inventory, track, assess, and report on project planning and quality documentation including the historical record of the Water Quality Survey (WQS) Standard Operating Procedures (SOPs) and Quality Assurance Project Plans (QAPPs)
- evaluating data submittals against requirements of study databases and report on the results of the evaluation

- conducting statistical or other data analysis of GLNPO program data in support of annual reports and publications and assist in developing draft reports documenting project details and objectives, results, interpretation of data, and conclusions for EPA review and approval
- reviewing, interpreting, organizing, and categorizing hard copy and electronic documents
- developing and implementing processes for management and disposition (digitization, archiving to digital repository or to Federal Records Center, or disposal) by category
- digitizing historical science records and SOPs to make them available electronically to GLNPO staff or outside researchers and assist with fulfilling records requests
- assisting in the development and revision of quality system documentation as directed

### **2.6 Task 3 - Sampling support**

the contractor shall provide sampling support to the GLNPO Great Lakes Fish Monitoring and Surveillance Program (GLFMSP) including:

- Developing and evaluating sampling designs
- Developing, assembling, and distributing sampling kits for fish samples in the GLFMSP
- Providing storage space for sampling kit materials and supplies and freezer space for archived fish tissue samples
- Providing fish homogenization and other sample preparation support
- Procuring and providing oversight of homogenization laboratory
- Supporting sample delivery trips from the sample preparation laboratory to the sample analytical laboratory
- Creating and maintaining program documentation, tracking forms, field recording forms
- Providing technical support and materials for conducting on-site field and laboratory audits of EPA field contractors, contractor grantee laboratories, and the laboratories or facilities aboard the EPA research vessels
- Providing other sample preparation support as directed

### **2.7 Task 4 – Data Assessment and Support**

the contractor shall provide data assessment and support services to GLNPO for analytical data and other data used by decision makers including:

- assessing analytical data provided by laboratories or other GLNPO stakeholders by providing appropriate scientific staff expertise in analytical chemistry and providing input to clients on process improvements and innovative techniques for assessing data which include information technology (IT) solutions
- conducting data verification, data quality and data usability assessments and providing reports presenting the results of the reviews

- operating and maintaining secure, web enabled data management systems to support data submission, data status, data assessment, data interpretation, and archiving of GLNPO program data (including support to submitters)
- providing compiled data in response to data requests
- processing and uploading program data into the various GLNPO database systems
- converting hardcopy and electronic field and analytical data into complete electronic files compliant with specific GLNPO data standards
- developing, evaluating, and documenting data reporting requirements for specific GLNPO programs or projects
- evaluating technical and data submission requirements regarding the analysis and submission of analytical data associated with the delivery of this data from hazardous waste sites and other project sites
- providing data modeling and mapping activities

## **2.8 Task 5 – Data Processing and Management System**

the contractor shall support GLNPO in processing and managing environmental information, such as analytical data, by:

- maintaining, operating, developing, updating, enhancing, and testing all automated and manual systems/processes associated with the assessment of GLNPO data deliverables for technical and contractual requirements; and systems/processes associated with monitoring laboratory performance
- maintaining a repository for analytical data and data assessment results
- developing, documenting, and maintaining databases and automated tools to efficiently, securely, and systematically gather, store, and manipulate a variety of technical, environmental, statistical, scientific, quality, and laboratory information related to Great Lakes protection, characterization, evaluation, security and risk assessment, and remedial activities
- assisting GLNPO in creating, planning, and implementing data management systems and databases based on detailed evaluation of existing systems, including expanding of existing systems where appropriate

## **2.9 Task 6 – Program Peer Review Support**

, the contractor shall support GLNPO monitoring programs by:

- conducting or coordinating peer reviews of environmental monitoring program methodology, strategies, methods, protocols, or other products including independent reviews of program methodologies, strategies, methods, and protocols or other products; peer reviews are conducted every 5 years for each of the six GLNPO monitoring programs
- ensuring that these independent reviews are conducted by technically qualified, independent reviewers in accordance with EPA's policy on peer review as outlined in EPA's Science Policy Council Handbook on Peer Review

## **2.10 Task 7 – Track, Compile, and Provide Program Specific Information**

, the contractor shall support GLNPO monitoring programs by:

- receiving laboratory data deliverables by daily monitoring GLNPO's data submission SharePoint site
- verifying data received against information entered into sample level system to ensure deliverables required for data assessment have been provided
- entering information associated with data receipt into appropriate systems to allow further tracking and data assessment, invoice processing and cost recovery activities
- providing program specific and ad hoc information as routinely requested or as directed by Technical Direction Documents (TDDs)
- developing and providing training materials, presentation materials, guidance documents, and workshops to assist EPA staff with tracking, compiling, and providing program specific information
- providing scientific, technical, analytical, and administrative support for programmatic projects and initiatives including presentations and meeting minutes to support meeting and outreach tasks, and provide technical support for webinars and teleconference meetings
- attending regular (monthly or bimonthly) GLNPO program meeting calls or webinars as scheduled

### **2.11 Task 8 – Ad Hock Tasks and Reporting**

The contractor shall support GLNPOs' GLRI work by:

- performing ad hoc tasks and provide ad hoc reports when requested by from EPA.

## **3 QUALITY**

Both the contractor and the Government have responsibilities for providing and ensuring quality services, respectively.

### **3.1 Contractor Quality Management**

The contractor shall identify and implement its approach for providing and ensuring quality throughout its solution to meet the requirements of the PWS via the contractor's Quality Management Plan (QMP). The QMP shall describe the application of the appropriate methodology (i.e., quality control and/or quality assurance) for accomplishing performance requirements. The QMP shall describe how the appropriate methodology integrates with the Government's requirements. The contractor shall make the QMP available to the Government for review upon request and shall obtain acceptance of the QMP by the CO as required. The contractor shall make appropriate modifications to the QMP. The Government has the right to require revisions of the QMP should the QMP fail to deliver the quality of the services required at any time during performance.

### **3.2 Performance Based Requirements - Service Delivery Summary**

Performance Standards, Acceptable Quality Levels (AQLs), and Incentives/Disincentives are defined in **PWS Attachment A** collectively titled as the Service Delivery Summary (SDS). The SDS criteria will be used to determine if performance requirements are met.

### **3.3 Government Quality Assurance**

The Government will perform periodic reviews of the contractor's performance in accordance with the Government's Quality Assurance Surveillance Plan (QASP). The Government reserves the right to review services to be provided, including those developed or performed at the contractor's facilities, to determine conformity with performance and technical requirements.

## **4 DELIVERABLES**

### **4.1 Contractor Submission**

Deliverables are to be transmitted with a cover letter, on the prime contractor's letterhead, describing the contents, electronically through GSA's web-based procurement system (i.e., Assisted Services Shared Information System (ASSIST)) and to any other destination(s) as required per the Government's request. The contractor shall submit deliverables to GSA within ASSIST as a Post Award Collaboration (PAC). The contractor shall select "report" for all deliverables submitted as a PAC. Monthly Status Reports (MSRs) shall accompany the invoice and shall not be submitted as a PAC. The contractor shall provide hard copy deliverables as required per the Government's request. All deliverables shall be produced using software tools/versions as approved by the Government.

### **4.2 Government Review**

Government personnel will have 10 business days to review deliverables (to include resubmissions) and provide written acceptance/rejection. Authorized Government representatives will notify the contractor of deliverable acceptance or provide comments in writing. The contractor shall incorporate Government comments or provide rationale for not doing so within 5 business days of receipt of comments. Government acceptance of the final deliverable will be based on resolution of Government comments or acceptance of rationale for non-inclusion. Additional changes volunteered by the contractor will be considered a resubmission of the deliverable.

#### **4.2.1 Government Delays in Reviewing Deliverables or Furnishing Items**

If contractor performance or submission of deliverables is contingent upon receipt of Government furnished items (data, equipment, materials, facilities, and support) or input, or upon Government review and approval of interim items or draft documents (collectively referred to as Government Performance), the Government shall specify, if not already specified within this PWS, when it will provide such items or input, or the time it will need to perform reviews or give approvals. If the Government fails to meet item, input, review, or approval deadlines, contractor performance or submission of deliverables shall automatically be extended one business day for each day of government delay. The contractor shall promptly advise the Contracting Officer of any delays in receipt of Government furnished items, input, reviews, or approvals.

#### **4.3 Deliverable Table**

The contractor shall deliver the deliverables listed in the following table on the dates specified.

<b>DEL. #</b>	<b>MILESTONE or DELIVERABLE</b>	<b>PWS REF.</b>	<b>COMPLETION or DELIVERY DATE</b>
1	Kick-Off Meeting	2.2.1	NLT 15 business days after contract/order award
2	Kick-Off Meeting Minutes	2.2.1	NLT 5 business days after the meeting
3	work plan and cost estimate		
4	Monthly Status Report (MSR)	4.4	15 <sup>th</sup> calendar day of the month following the monthly reporting period
5	Monthly Invoice	4.5	15 <sup>th</sup> calendar day of the month following the monthly reporting period
6	Trip Report(s)	4.6	Within 10 business days following completion of each trip. Estimate 5 trips per year, also see section 2.12
7	2 to 3 project level quality plan reviews	2.4	Within 60 days from assignment
8	5 to 10 data package reviews for each monitoring program	2.6	Within 60 days from assignment
9	Maintenance and operation of existing information management systems (GLSED, fish tissue database, zooplankton	2.7	On-going, as needed

	database, phytoplankton database; processing submitted data into EPA standard formats, such as the Great Lakes Environmental Database (GLENDa) Standard		
10	standard reports on data submission evaluation	2.6	Within 60 days from assignment. Standard reports on data submission evaluation estimate 5 to 10 per quarter for planning purposes
11	maintenance and development of GLNPO's on-premises SharePoint program information systems (data status, data submission; program documents)	2.7	On-going, as needed
12	assistance to GLNPO on uploading datasets so they are publicly available through agency CDX and WQX connections	2.6. 2.7	Within 30 days from assignment. Assistance to GLNPO on uploading datasets estimate 5 to 10 per quarter for planning purposes
13	data summaries, reports and graphical illustrations detailing results of scientific, modeling, statistical, and geostatistical analysis of environmental data; reports detailing the technical approach, methods, procedures, assumptions, relevant citations, data sources, data and results of statistical and geostatistical analysis of environmental data; and maps of sampling stations and monitoring data	2.6	Within 60 days from assignment, or as determined with EPA. data summaries, reports and graphical illustrations etc. estimate 5 per quarter for planning purposes



14	publications, technical documents, presentations/briefings, meeting agendas, and meeting minutes as directed	2.9	Within 60 days from assignment
15	Quality Management Plan	3.1	5 business days after Government request
16	Phase-In Plan	4.7	Draft due with solicitation response; final due 10 business days after receipt of Government comments
17	Phase-Out Plan	4.8	120 calendar days prior to contract/order end date
18	Non-Disclosure Agreement	8.1	Prior to assignment to contract/order

#### **4.4 Monthly Invoice**

The contractor shall provide a monthly invoice, no later than the 15<sup>th</sup> calendar day of the month following the monthly reporting period, to be submitted simultaneously with the MSR. As applicable, the invoice shall include but is not limited to:

- Clear identification of all costs.
- Labor hours expended (for labor hours tasks). The labor hours expenditure information shall include the identification of the employee name, labor category, hourly labor rate, and total number of labor hours expended.
- Timecards. As required, the contractor shall provide a copy of each employee's timecard/sheet. The timesheet shall identify the contractor employee name and number of hours claimed per day.
- Travel costs.
- Supporting documentation for travel costs. Refer to PWS 5.3 for specific requirements.
- Subcontractor costs
- Other Direct Costs.
- Supporting documentation for other direct costs. Refer to PWS 9.6 for specific requirements.
- As required, the contractor shall comply with line item (i.e., per individual positions, different programs, program areas, etc.) invoicing requests.

#### **4.5 Monthly Status Report**

The contractor shall provide an MSR, no later than the 15<sup>th</sup> calendar day of the month following the monthly reporting period, to be submitted simultaneously with

the monthly invoice. The MSR shall include, but is not limited to, the items identified below.

- Status of tasks, schedules, deliverables. Status of tasks shall include a summary description and schedule of all tasks completed during the reporting period, all tasks currently on-going during the reporting period and all known tasks assigned for future reporting periods.
- Resource hours and costs against Government defined tasks to support accurate project cost accounting using Government formats and tools.
- Current and cumulative task funding status (direct labor, travel, and other direct cost funding status to be reported separately, as required).
- Outstanding issues, and proposed resolution approaches and actions to resolve any outstanding issues.
- Staffing report identifying current staffing roster, all current vacancies, and a record of all staffing departures.

#### **4.6 Trip Report**

For all long-distance travel, the contractor shall submit Trip Reports after completion of a trip. The contractor shall reconcile the Trip Reports with each invoice such that they can be matched month by month. The Trip Report shall include the following information:

- Personnel traveled.
- Dates of travel.
- Destination(s).
- Purpose of trip (be specific).
- Actual trip costs.
- Approval Authority (copy of the e-mail authorizing travel by the identified Government representative).
- Summary of trip events and accomplishments.

#### **4.7 Phase-In Plan**

The contractor may or may not propose a separately priced transition period, for a duration to be determined and proposed by the contractor but shall not exceed a period of 30 calendar days. The transition period is defined as the period of time (during the phase-in) when the new contractor and the incumbent contractor will both be providing support to the client as required to support the transition to the newly awarded contract/order. If the contractor chooses to propose a transition period, such period shall be included and addressed within the below identified phase-in plan.

The contractor shall develop a phase-in plan. Such phase-in plan shall present a clear understanding of the phase-in tasks required, the issues likely to result from non-incumbent contractor performance, and the contractor's proposal to resolve

such issues. The phase-in plan shall include a clear and feasible strategy for delivering services required within the periods specified by the plan and shall include a detailed plan-of-action and milestones to transition the functions identified in this PWS in a well-planned, orderly, and efficient manner. The phase-in plan shall include, at a minimum:

- Staffing plan.
- Development and submission of required deliverables.
- Interface with the Government and incumbent contractor (if applicable) during phase-in, to include meetings or status reports, as required.
- Approach to maintaining quality and minimizing disruption during phase-in.
- Development and dissemination of operating instructions, procedures, and control directives.

#### **4.8 Phase-Out Plan**

During phase-out of the contract/order, which is determined to be a period of 30 calendar days prior to the lifecycle end date of the contract/order, a smooth and orderly transition between the incumbent contractor and the successor contractor is necessary to ensure a minimum disruption to vital Government business. The contractor shall cooperate to the extent required to permit an orderly changeover to the successor contractor. The phase-out will be deemed completed by the COR and/or other identified Government representatives when it is determined by the Government that the transition of property, data, and information developed as a part of the contract/order have been successfully changed over from the outgoing contractor to the Government and the successor contractor as required. Phase-out activities include, but are not limited to, the tasks below.

- Submission of official comprehensive phase-out plan.
- Daily communication of staffing status (i.e., projection of when incumbent contractor employees will off-board from the incumbent contract/order and identification of additional incumbent resources, such as a transition team, that may be needed to support the transition efforts) and overall phase out status, in accordance with the accepted phase-out plan.
- Maintain the phase out schedule included within the phase-out plan.
- Transition of property.
- Transition of supporting documentation.
- Transition of accounts (e.g., user accounts and user access).
- Knowledge transfer on the established installation, operation, and maintenance procedures of the technologies supported. The phase out plan shall clearly describe the proposed methodologies to be utilized for such transfer (e.g., written documentation, manuals, formal classroom type training, one-on-one training sessions, etc.).
- Execution and submission of phase out checklist, to include Government acceptance.

## 5 PERFORMANCE

### 5.1 Period of Performance

The anticipated period of performance(s) is/are identified below.

- Base Period: March 20, 2022 through March 19, 2023
- Option Period 1: March 20, 2023 through March 19, 2024
- Option Period 2: March 20, 2024 through March 10, 2025
- Option Period 3: March 20, 2025 through March 19, 2026
- Option Period 4: March 20, 2026 through March 19, 2027

### 5.2 Place of Performance

The primary place of performance is identified in the table below.

<b>PWS Task</b>	<b>Government or contractor Facilities</b>	<b>Government Location</b>
2.1	N/A	N/A
2.2	N/A	N/A
2.3	contractor	N/A
2.4	contractor	N/A
2.5	contractor	N/A
Entire PWS	contractor	N/A
Entire PWS	contractor	N/A

#### 5.2.1 Applicability of Telework

All work performed at locations other than those identified as Government and/or contractor facilities shall be approved prior to performing the work. Federal contractors are not governed by Office of Personnel Management (OPM), GSA, or the individual agency policies; however, this does not prohibit contractor personnel from actually working at an alternate site, when/as appropriate and specifically authorized by the Government. The contractor shall develop telework policies to comply with the following requirements and address such requirements at a generic level within their QMP. Alternate work arrangements for contractors shall be negotiated with the contractor's own employer and the appropriate agency official, to ensure policies and procedures are in close alignment and there is a clear and concise arrangement documenting the agreement. It remains the contractor's responsibility to ensure the services are performed in accordance with the terms and conditions of the contract/order.

- The contractor shall address the pertinent facts impacting performance and ensure all affected contractor resumes and other related documentation reflects the applicable work site. The contractor shall provide justification to the Government when identifying and submitting an individual as a telecommuter and address implementation processes and procedures within the QMP. The contractor shall be responsible for ensuring the Government has the required access/details necessary for the Government to perform quality assurance responsibilities.
- The contractor shall comply with all agency security telework policies. The contractor shall ensure all services provided from an alternate site comply with the Federal Information Security Management Act of 2002 (FISMA) and address the following, as a minimum:
  - Controlling access to agency information and information systems;
  - Protecting agency information (including personally identifiable information) and information systems;
  - Limiting the introduction of vulnerabilities;
  - Protecting information systems not under the control of the agency that are used for teleworking;
  - Safeguarding wireless and other telecommunications capabilities that are used for teleworking; and
  - Preventing inappropriate use of official time or resources that violates subpart G of the Standards of Ethical Conduct for Employees of the Executive Branch by viewing, downloading, or exchanging pornography, including child pornography.

### **5.2.2 Performance at Contractor Facilities**

Work performed at contractor facilities shall be performed according to the contractor's standard commercial practice; however, the contractor representatives at these facilities must be available for interaction with Government employees during the core hours identified in the paragraph entitled "Normal Business Day", with the exception of Government designated holidays or facility closures.

### **5.2.3 Unplanned Government Facility Closures**

In the event of unplanned closure of the Government facility for any reason (e.g. natural disasters, Government shut-down, or severe weather) the Contractor shall make its best effort to mitigate loss of work time. If Contractor employees are working on the Government installation, this may be done by moving employees to an off-site location. If performance under this contract/order is not possible, the Contractor shall take steps to assign employees to other projects on a temporary basis or place them in leave status to minimize non-productive costs to the Government under this contract/order. Additional instructions may be provided by the Contracting Officer on a case-by-case basis. Disagreements between the parties resulting from closures shall be settled through negotiations

to the maximum extent possible or shall otherwise be settled pursuant to the provisions of the Disputes provisions of this contract/order.

All services to be performed under this contract/order have been determined to be non-essential for performance during a closure. Should the Government facility be closed, the Contractor shall be notified by either the Contracting Officer, COR, or a local television or radio station. The Contractor is responsible for notifying its employees about Government closures. Contractor employees are not to report to the Government facility if it is closed and will adhere to delays, unless otherwise specifically instructed otherwise by the CO or COR.

### **5.3 Travel**

Travel must be coordinated and authorized by the CO, the COR, and/or other identified Government representatives prior to incurring costs. Contractor costs for travel will be reimbursed in accordance with FAR 31.205-46, in arrears. The travel costs shall be reasonable and allowable as defined in FAR 31.201 and in accordance with the limitations of the JTR/FTR/DSSR. Travel requests must be submitted 10 days prior to travel

The contractor shall invoice monthly on the basis of cost incurred. The contractor must provide documentation in support of all travel expenses. The contractor will not be reimbursed for local travel (within a 50-mile radius of the Government/contractor's facility) or commuter travel (commute from home to work site).

Invoice submissions including travel costs shall include completed travel expense sheets (i.e., travel voucher) for each trip and each employee who traveled. The travel expense report, receipts of \$75 or more (with exceptions being lodging and transportation whereby receipts are required regardless of dollar value), and supporting documentation (e.g., approval email for exceeding per diem rates, cost comparisons, etc.) shall be submitted with the invoice. Expense report(s) must include the traveler's name, dates of travel, destination, purpose of travel, Approval Authority documentation (e.g., copy of the e-mail authorizing travel by Government official), and cost for each trip. All travel costs shall be compiled into the Government provided travel expense sheet ([PWS Attachment B](#)) or similar document that has been determined to be acceptable by the Government. The entire submission shall be complete and organized to enable the Government to complete an efficient review. Submissions that are not complete and organized are subject to rejection.

### **5.4 Hours of Work**

#### **5.4.1 Standard Duty Hours Support**

The contractor shall provide standard duty hours support as defined below.

#### **5.4.1.1 Normal Business Day - (work hour category A)**

A standard normal business day is defined as any 8 hours of productive labor which must include the Core Business hours of 0900 through 1500 PM local time, Monday through Friday, excluding Federal Holidays. Exceptions may be required and shall be coordinated with the COR and/or other identified Government representatives, to include short-term or long-term requirements for staggered business days.

#### **5.4.2 Reserved**

### **5.5 Limitations on Contractor Performance**

The contractor shall NOT perform the following functions in connection with the services provided under the contract/order.

- Approve, decide, or sign as a Contracting Officer;
- Negotiate with Government suppliers;
- Accept or reject supplies or services;
- Determine acquisition, disposition, or disposal of Government property;
- Direct other contractor or Government personnel;
- Determine cost reasonableness, allowability, or allocability;
- Vote on a source selection board;
- Supervise Government personnel;
- Approve Government requirements or plans;
- Determine Government policy.

## **6 PERSONNEL**

### **6.1 General Requirements**

All contractor personnel shall meet the minimum general requirements listed below.

- All personnel shall be capable of working independently.
- All personnel shall have training and experience that is appropriate for the tasks to which they will be assigned.
- The contractor shall provide personnel that are capable of conducting themselves in a professional manner and have proper telephone and e-mail etiquette, customer service techniques, and organizational skills.
- Contractor personnel performing in a leadership capacity shall be capable of directing contractor personnel and interfacing with the Government and customers.

- Ability to communicate applicable technical subject matter expertise to management and others.
- Strong written and oral communication skills in the English language. All contractor personnel must be able to read, write, speak, and understand English.
- Exceptional customer service skills.
- Strong time-management and prioritization skills.

## **6.2 Specific Expertise and Experience**

The contractor shall possess, and be able to effectively apply, comprehensive knowledge and expertise in all aspects related to GLNPO's mission and programs. The contractor shall make available an extensive array of technical experts. These experts shall possess an advanced degree and/or working knowledge combined with two or more years of professional experience and familiarity with GLNPO's environmental monitoring programs.

## **6.3 Training**

### **6.3.1 Contractor Staff Training**

The contractor shall provide fully trained and experienced support staff. Contractor personnel are required to possess the skills necessary to support the minimum requirements of the labor category under which they are performing. Training of contractor personnel shall be performed at the contractor's expense, except when the Government changes the requirements during performance of an on-going task, and it is determined to be in the best interest of the Government. This will be negotiated on a case-by-case basis. Training at Government expense will not be authorized for replacement personnel nor for the purpose of keeping contractor personnel abreast of advances in the state-of-the-art, or for training contractor personnel on equipment, computer languages, and computer operating systems that are available in the commercial Marchket.

### **6.3.2 Mandatory Government Training**

Mandatory Government training shall be tracked and monitored by the contractor. All required courses must be completed by the required dates by all contractor personnel. Mandatory Government training classes may be completed during work hours. It is the intent of the Government to provide 30 calendar days written notice of annual training requirements to the designated contractor representative. The designated contractor representative will be responsible for notifying subordinate contractor personnel. In the event the contractor does not receive a 30-calendar day notice, the contractor is still required to complete the training by the specified required date(s).



#### **6.4 Key Positions / Key Personnel**

Key personnel are personnel proposed to perform in key positions. Key positions are those deemed essential for successful contractor accomplishment of the work to be performed. The following positions will be considered to be key positions, as identified by the Government, under the contract/task order: (contract manager, overall project lead, and individual task leads).

Furthermore, the contractor is responsible for identifying key positions beyond those identified above, as applicable; within the contractor's respective proposed staffing plan (i.e., contractor identified key positions above and beyond the Government's identified requirements).

#### **6.5 Personnel Retention and Recruitment**

Government review and acceptance is required for all resumes of all key personnel proposed to support labor hour requirements and key personnel proposed to support all requirements. The contractor shall make every effort to retain personnel in order to ensure continuity until contract/order completion. If it should become necessary to substitute or replace personnel, the contractor shall immediately notify the COR and/or other identified Government representatives in writing of any potential vacancies and shall submit the resume(s) of replacement personnel within 14 calendar days of the notification. Additionally, for all new positions identified by the Government, the contractor shall submit the resume(s) of proposed personnel within 14 business days of the Government's initial request. The contractor shall submit the resume(s) of all potential personnel selected to perform under the contract/order to the COR and/or other identified Government representatives through GSA's web-based procurement system, or any other process means identified/required, for Government review and acceptance/rejection. Upon Government acceptance of a personnel resume(s), the candidate shall be available to begin performance within 14 business days. The contractor shall ensure continuity of operations during periods of personnel turnover and long-term absences. Long-term absences are considered those longer than one week in duration.

### **7 GOVERNMENT FURNISHED PROPERTY/INFORMATION/ACCESS**

#### **7.1 Reserved**

(Reserved)

#### **7.2 Reserved**

(Reserved)

### **7.3 (Reserved)**

## **8 SECURITY**

### **8.1 Non-Disclosure Agreements**

Due to the potential sensitive nature of the data and information being worked with on a daily basis, all contractor personnel supporting the contract/order are required to complete the Government provided non-disclosure agreement/statement ([PWS Attachment C](#)) prior to assignment to the contract/order award to ensure information that is considered sensitive or proprietary is not compromised. Signed non-disclosure statements shall be provided to the COR and/or other identified Government representatives.

### **8.2 Reserved**

### **8.3 Reserved**

### **8.4 Reserved**

## **9 SPECIAL INSTRUCTIONS**

### **9.1 Contractor Performance Assessment Reporting System (CPARS) Assessment**

Upon request by the Government, the contractor shall submit a self-evaluation of their performance at least annually utilizing a Government provided template. From time of Government request, the contractor shall have 7 business days to provide input to the GSA COR. The contractor self-assessment will then be submitted to the Government client where they will utilize this information to formulate an independent performance evaluation that will be processed through the Contractor Performance Assessment Reporting System. The requirements of the FAR and its supplements as it pertains to CPARS reporting shall be adhered to.

### **9.2 Personal Service**

This is not a "Personal Services" contract as defined by FAR 37.104. Although contractor personnel who furnish services under the contract/order are subject to Government technical oversight, neither the Government nor a Government authorized third party contractor or representative shall oversee or supervise contractor personnel but shall provide all direction through the contractor's

designated representative(s) who is/are solely responsible for supervising and managing contractor personnel.

### **9.3 Privacy Act**

Work on this project may require that contractor personnel have access to information which is subject to the Privacy Act of 1974. Personnel shall adhere to the Privacy act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations when handling this information. Privacy Act information is considered sensitive and appropriate safeguards shall be implemented by the contractor. The contractor is responsible for ensuring all contractor personnel are briefed on privacy Act requirements.

### **9.4 Section 508**

Unless otherwise exempt, all services and/or products provided in response to this requirement shall comply with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR part 1194).

### **9.5 Close-Out Procedures**

The contractor is required as a deliverable of the contract/order to provide a final invoice no later than 30 calendar days after the end of the period of performance. Additionally, the contractor shall provide a Release of Claims no later than 90 calendar days after the end of the period of performance. The contract/order will be modified for closeout, to include the required use of FAR Quick Closeout Procedures, as determined by the CO.

### **9.6 Other Direct Costs (ODCs)**

The Government may require the contractor to purchase materials and equipment and ODCs, to include hardware, software, and related supplies critical and related to the services being acquired under the contract/order. Such requirements will be identified at the time the contract/order is issued or may be identified during the course of a contract/order by the Government or the contractor. If the contractor initiates a purchase within the scope of the contract/order and the prime contractor has an approved purchasing system, the contractor shall submit to the GSA COR a Request to Initiate Purchase (RIP) ([PWS Attachment D](#)). If the prime contractor is to lose or does not have an approved purchasing system, the contractor shall submit to the CO a Consent to Purchase (CTP) ([PWS Attachment E](#)). The RIP and CTP shall include the purpose, specific items, estimated cost, cost comparison, and rationale. The contractor shall not make any purchases without an approved RIP from the GSA COR or an approved CTP from the CO.

**9.7 Reserved**

**10 ATTACHMENTS**

- Attachment A – Service Delivery SumMarchy
- Attachment B – Travel Expense Sheet
- Attachment C – Non-Disclosure Agreement
- Attachment D – Request to Initiate Purchase (RIP)
- Attachment E – Consent to Purchase (CTP)

**11 RESERVED**